

AMENDED COMPLAINT

EXHIBIT B

EXHIBIT B
(1 of 5)

CareCore National, LLC Pre-Authorization Database - Windows Internet Explorer provided by CareCore National, LLC.

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My Web Search 780.99 Search Address http://imageone.carecorenational.com/preauth/test/MainMenu.asp?sectionid=10108&browserval=NY5412&pageval=43258&pageid=5148&testside=N

Edit/View Print Tracking S 1 2 3 4 5 View FAX Save Duplicate Close Name FAX FAX Out View Let Review Journal Print

Radiology Management Case Nbr: 1028733572

Case Status C edit Episode No. A035834674 Episode Date 7/8/2011 12:32:11 Expires 08/22/2011

Priority U Approved Date 7/8/2011 12:52 Denied Date 07/08/2011

Payor AFFINITY Plan Code MEDICAID Plan Type AME Company ID 3

CPT Code 78452 Procedure MPI SPECT REST/STRESS MULTIPLE

A Script ☐ Recon/Appeals ☐ Fax Attached ☐ Retro ☐

Primary ICD9 Code 786.50 Lookup Primary ICD9 Description Chest pain NOS

Secondary ICD9 Code Lookup Secondary ICD9 Description

Patient Name [REDACTED] Patient ID 001184573 History ECHO

Mem Code Patient DOB [REDACTED] Gender F Line Of Business

Phys. Name [REDACTED] Speciality 1 REFR-CARIO CARDIOLOGY

Site Name [REDACTED] Alternate ID 1000024889 0

<< < Record 1 of 1 Go! > >>

1. Clinical Reviewer/nurse "RN" certifies case for approval (i.e. Pads) at 12:47 PM.

2. Medical Director/physician "MD" reverses approval and provides "NON-CERTIFICATION REASON" at 12:52 PM.

CareCore National, LLC Pre-Authorization Database - Web Page Dialog

Close Save Undo Spell Check Print Insert Date/Time Dial

Display Journal Template Display Extra Questions CPT Criteria

Journal Entry For: [REDACTED] Patient Age: 56 DOB: [REDACTED] Phone: [REDACTED] Physician: [REDACTED] Phys Phone: [REDACTED]

CWILKINS RN 7/8/2011 12:47 -- complains of chest pain for 2 weeks w/ SOB sometimes certify

MCYRUS MD 7/8/2011 12:52 -- NON-CERTIFICATION REASON: Information received by telephone was reviewed. The history is chest pain. The description of the pain indicates that there is a low to intermediate risk of heart problems. The member can exercise. This test might be needed if the member could not exercise on a treadmill enough to raise his heart rate.

Post A Denial Reason: [REDACTED] Post Denial Reason

Limit 10,000 characters - Count: [REDACTED] Retrieve Rad Denial Rationale Retrieve OB Partial Approval

JMILLER LPN 7/11/2011 18:20 --

copy paste undo TPRS

Episode ID	Last Modified	Last Modified By	Created By
A035834674	7/8/2011 12:52	MCYRUS	ALOZYNIK

EXHIBIT B
(2 of 5)

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Edit/View Print Tracking 8 1 2 3 4 5 View FAX Save Duplicate Close Name FAX FAX Out View Let Review Journal Print

Radiology Management Case Nbr: 1028733572

Case Status **C** Episode No. **A035834674** Episode Date 7/8/2011 12:32:11 Expires 08/22/2011

Priority **U** Approved Date 7/8/2011 12:52 Denied Date 07/08/2011

Payor **AFFINITY** Plan Code **MEDICAID** Plan Type **AME** Company ID **3**

CPT Code **78452** Procedure **MPI SPECT REST/STRESS MULTIPLE**

A Script ☐ Recon/Appeals ☐ Fax Attached ☐ Retro ☐

Primary ICD9 Code **786.50** LookUp Primary ICD9 Description **Chest pain NOS**

Secondary ICD9 Code LookUp Secondary ICD9 Description

Patient Name Patient ID **001184573** History ECHO

Mem Code Patient DOB Gender **F** Line Of Business

Phys. Name Speciality 1 **REFR-CARIO** **CARDIOLOGY**

Site Name Alternate ID **1000024889 0**

<< < Record 1 Of 1 Goto Rec Go! > >>

2 (cont.) Medical Director/physician "MD" reverses approval and provides "NON-CERTIFICATION REASON" at 12:52 PM.

CareCore National, LLC Pre-Authorization Database - Web Page Dialog

Close Save Undo Spell Check Print Insert Date/Time Dial

Display Journal Template Display Extra Questions CPT Criteria

Journal Entry For: Patient Age: 56 DOB: Physician: Phone: Phys Phone:

member could not exercise on a treadmill enough to raise his heart rate. Another reason this test might be needed is an electrocardiogram (EKG or tracing of heart activity) (recording of heart function) that had a finding prevents a routine exercise stress test (walking on a treadmill while recording an electrocardiogram (EKG or tracing of heart activity)) to be unreliable or if the exercise stress test was abnormal. This test might also be needed if the member was taking a heart medicine called Digoxin.

Post A Denial Reason:

Limit 10,000 characters - Count: Retrieve Rad Denial Rationale Retrieve OB Partial Approval

JMILLER LPN 7/11/2011 18:20 --

copy paste undo TPRS

Episode ID	Last Modified	Last Modified By	Created By
A035834674	7/8/2011 12:52	MCYRUS	ALOZYNIK

EXHIBIT B
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Edit/View **Print Tracking** **View FAX** **Save** **Duplicate** **Close** **Name FAX**
 8 1 2 3 4 5 **FAX Out** **View Let** **Review** **Journal** **Print**

Radiology Management Case Nbr: 1028733572

Case Status: C Episode No.: A035834674 Episode Date: 7/8/2011 12:32:00 Expires: 08/22/2011

Priority: U Approved Date: 7/8/2011 12:52 Denied Date: 07/08/2011

Payer: AFFINITY Plan Code: MEDICAID Plan Type: AME Company ID: 3

CPT Code: 78452 Procedure: MPI SPECT REST/STRESS MULTIPLE

A Script ☐ Recon/Appeals ☐ Fax Attached ☐ Retro ☐

Primary ICD9 Code: 786.50 LookUp Primary ICD9 Description: Chest pain NOS

Secondary ICD9 Code: LookUp Secondary ICD9 Description:

Patient Name: Patient ID: 001184573 History ECHO

Mem Code: Patient DOB: Gender: F Line Of Business:

Phys. Name: Speciality 1: REFR-CARIO CARDIOLOGY

Site Name: Alternate ID: 1000024889 0

<< < Record 1 Of 1 > >>
 Go! Go!

2 (cont.) Medical Director/physician "MD" reverses approval and provides "NON-CERTIFICATION REASON" at 12:52 PM.

CareCore National, LLC Pre-Authorization Database - Web Page Dialog

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Display Journal Template Display Extra Questions CPT Criteria

Journal Entry For: Patient Age: 56 DOB: Physician: Phone: Phys Phone:

an electrocardiogram (EKG or tracing of heart activity)) to be unreliable or if the exercise stress test was abnormal. This test might also be needed if the member was taking a heart medicine called Digoxin.

NUANCE_DIALER 07/08/2011 13:35:57 -- Attempting Call

NUANCE_DIALER 07/08/2011 13:42:07 -- Member Call Result - Member notification completed

Post A Denial Reason:

Limit 10,000 characters - Count: Retrieve Rad Denial Rationale Retrieve OB Partial Approval

JMILLER LPN 7/11/2011 18:20 --

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Episode ID	Last Modified	Last Modified By	Created By
A035834674	7/8/2011 12:52	MCYRUS	ALOZYNIK

EXHIBIT B
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Edit/View **Print Tracking** **View FAX** **Save** **Duplicate** **Close** **Name FAX**
 8 1 2 3 4 5 **FAX Out** **View Let** **Review** **Journal** **Print**

Radiology Management Case Nbr: 102873572

Entry Date	Comment	Case Status	UserID
7/8/2011 12:35:11 PM	Please provide all necessary clinical information.	N	ALOZYNIAC-INTAKE
7/8/2011 12:35:11 PM	PhysPh: (b) (6) PhysFax: (b) (6)	N	ALOZYNIAC-INTAKE
7/8/2011 12:37:47 PM	Pathway review Result in N status	N	ATYLER-RN
7/8/2011 12:42:09 PM	Journal entry made by ATYLER.	N	ATYLER-RN
7/8/2011 12:42:18 PM	Priority has been changed from R to U.	O	ATYLER-RN
7/8/2011 12:42:18 PM	ATYLER manually changed the status to O	O	ATYLER-RN
7/8/2011 12:42:18 PM	The case has been saved by the user	O	ATYLER-RN
7/8/2011 12:52:10 PM	Journal entry made by CWILKINS.	O	CWILKINS-RN
7/8/2011 12:52:16 PM	CWILKINS manually changed the status to A	A	CWILKINS-RN
7/8/2011 12:52:16 PM	The case has been saved by the user	A	CWILKINS-RN
7/8/2011 12:52:19 PM	Journal entry made by MCYRUS.	A	MCYRUS-MD
7/8/2011 12:52:19 PM	PhysPh: (b) (6) PhysFax: (b) (6)	D	MCYRUS-MD
7/8/2011 1:00:07 PM	KFIORLETTI has placed the Denial Letter into the Auto Noncert Fax Queue.	D	KFIORLETTI-NONCLINICAL
7/8/2011 1:00:17 PM	A AFFI3204 - Medicaid Denial PHYS document has been sent by KFIORLETTI.	D	DocGen-
7/8/2011 1:00:17 PM	A AFFI3203 - Medicaid Denial MBR document has been sent by KFIORLETTI.	D	DocGen-

Record 1 Of 1
 Go to Rec [] Go!

CareCore National, LLC Pre-Authorization Database -- Web Page Dialog

Close **Save** **Undo** **Spell Check** **Print** **Insert Date/Time** **Dial**

Display Journal Template **Display Extra Questions** **CPT Criteria**

Journal Entry For: (b) (6)
Patient Age: 56 **DOB:** (b) (6) **Physician:** (b) (6) **Phone:** (b) (6) **Phys Phone:** (b) (6)

CWILKINS RN 7/8/2011 12:47 -- complains of chest pain for 2 weeks w/ SOB sometimes certify

MCYRUS MD 7/8/2011 12:52 -- NON-CERTIFICATION REASON: Information received by telephone was reviewed. The history is chest pain. The description of the pain indicates that there is a low to intermediate risk of heart problems. The member can exercise. This test might be needed if the member could not exercise on a treadmill enough to raise his heart rate.

Post A Denial Reason: [] **Post Denial Reason**

Limit 10,000 characters - Count: [] **Retrieve Rad Denial Rationale** **Retrieve OB Partial Approval**

JMILLER LPN 7/11/2011 18:27 --

copy paste undo TPRS

Episode ID	Last Modified	Last Modified By	Created By
A035834674	7/8/2011 12:52	MCYRUS	ALOZYNIAC

Case Status Page logging date and time of Journal Entries.

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(5 of 5)

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My Web Search 780.99 Search Address http://imageone.carecorenational.com/preauth/test/MainMenu.asp?sect

Edit/View **Print Tracking** **View FAX** **Save** **Duplicate** **Close** **Name FAX**
S 1 2 3 4 5 **FAX Out** **View Let** **Review** **Journal** **Print**

Radiology Management Case Nbr: 1028733572

Entry Date	Comment	Case Status	UserID
7/8/2011 12:35:11 PM	Please provide all necessary clinical information.	N	ALOZYNIAC-INTAKE
7/8/2011 12:35:11 PM	PhysPh:() PhysFax:()	N	ALOZYNIAC-INTAKE
7/8/2011 12:37:47 PM	Pathway review Result in N status	N	ATYLER-RN
7/8/2011 12:42:09 PM	Journal entry made by ATYLER.	N	ATYLER-RN
7/8/2011 12:42:18 PM	Priority has been changed from R to U	O	ATYLER-RN
7/8/2011 12:42:18 PM	ATYLER manually changed the status to O	O	ATYLER-RN
7/8/2011 12:42:18 PM	The case has been saved by the user	O	ATYLER-RN
7/8/2011 12:52:10 PM	Journal entry made by CWILKINS	O	CWILKINS-RN
7/8/2011 12:52:16 PM	CWILKINS manually changed the status to A	A	CWILKINS-RN
7/8/2011 12:52:16 PM	The case has been saved by the user	A	CWILKINS-RN
7/8/2011 12:52:19 PM	Journal entry made by MCYRUS.	A	MCYRUS-MD
7/8/2011 12:52:19 PM	PhysPh:() PhysFax:()	D	MCYRUS-MD
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Record 1 Of 1
 Goto Rec Go! < > >>

1. Upon changing priority status from Regular "R" to Urgent "U," Clinical Reviewer/nurse "RN" places case in doctor queue ("O") at 12:42:18 PM.

2. A different Clinical Reviewer/nurse "RN" goes into in doctor queue ("O") and then Pads the case for approval at 12:52:16 PM.

3. Medical Director/physician "MD" changes the padded approval ("A") to deny ("D") the testing request, 3 seconds later.